

After Hours Monthly Support Summary



For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM

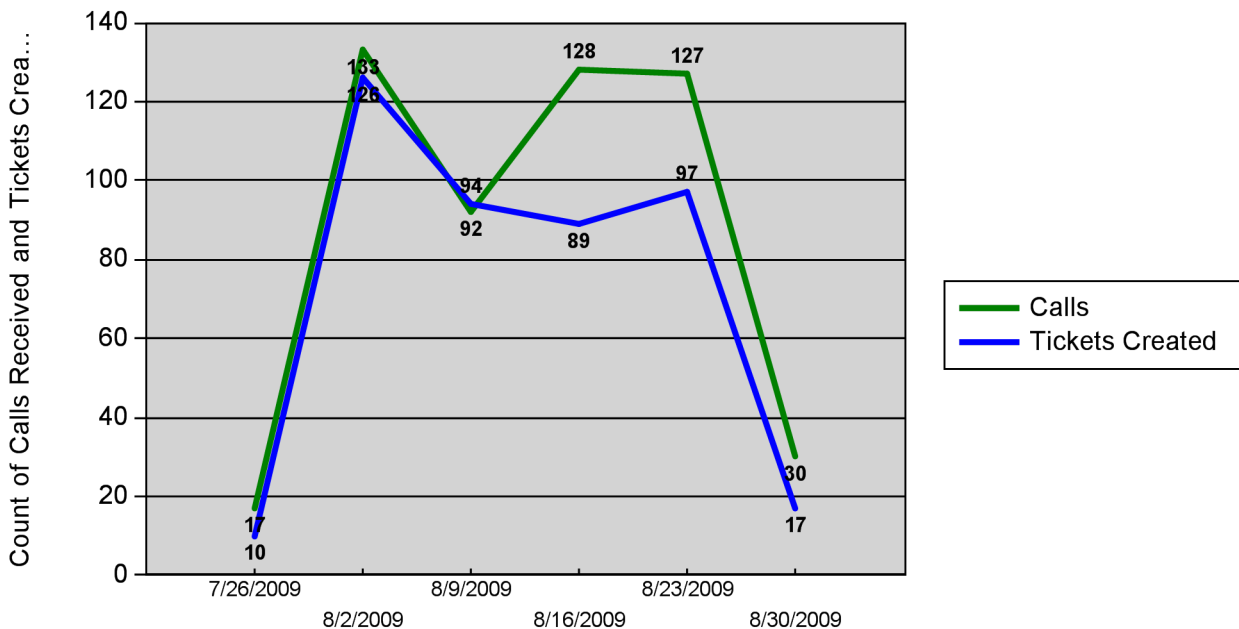
Snapshot Date: 9/1/2009 6:34:02 AM

Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

Total Calls: 527

Total Tickets: 433

Calls Received and Tickets Created By Week



NOTE: Occasionally, a phone call does not produce a REMEDY ticket (e.g. due to status callback, wrong number, etc). This explains discrepancies in the calls versus the total number of tickets.

For Week of: 7/26/2009

Calls Received: 17

Tickets Created: 10

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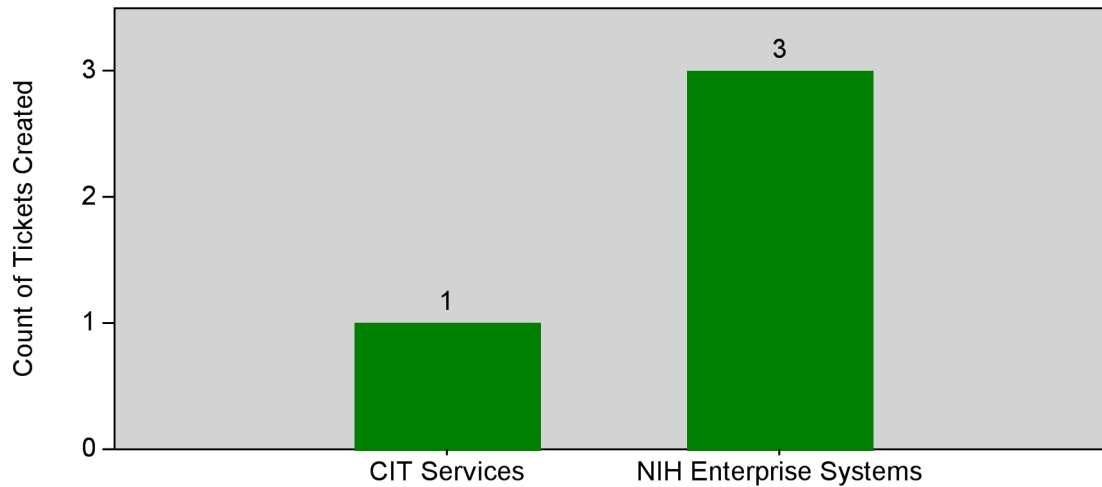
Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

For Week of: 8/2/2009

Calls Received: 133

Tickets Created: 126

Tickets Created By Category Summary

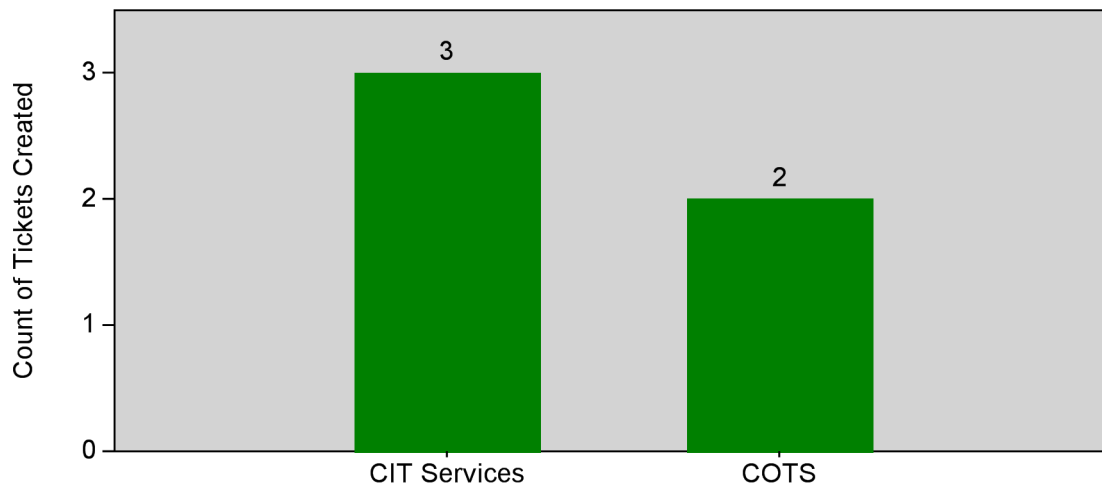


For Week of: 8/9/2009

Calls Received: 92

Tickets Created: 94

Tickets Created By Category Summary



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Snapshot Date: 9/1/2009 6:34:02 AM

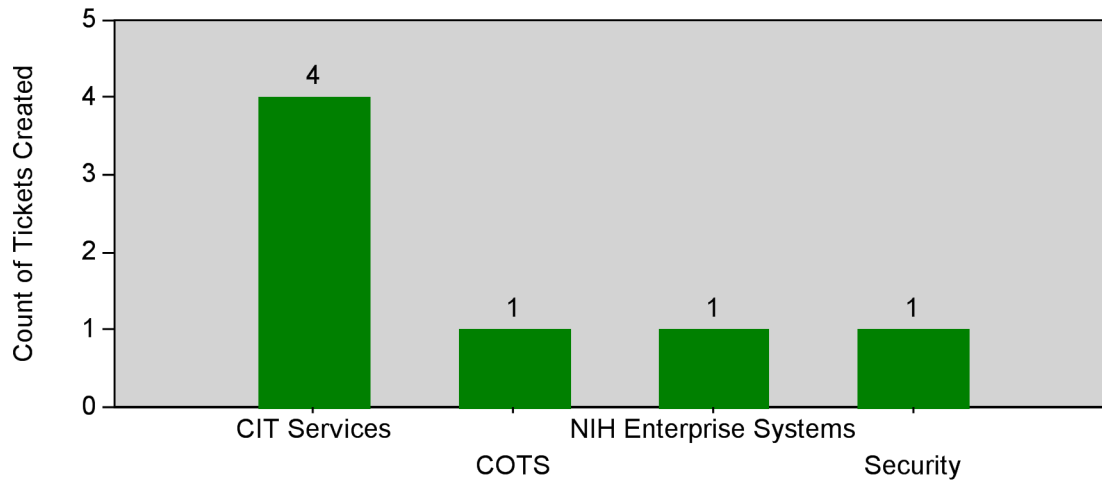
Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

For Week of: 8/16/2009

Calls Received: 128

Tickets Created: 89

Tickets Created By Category Summary

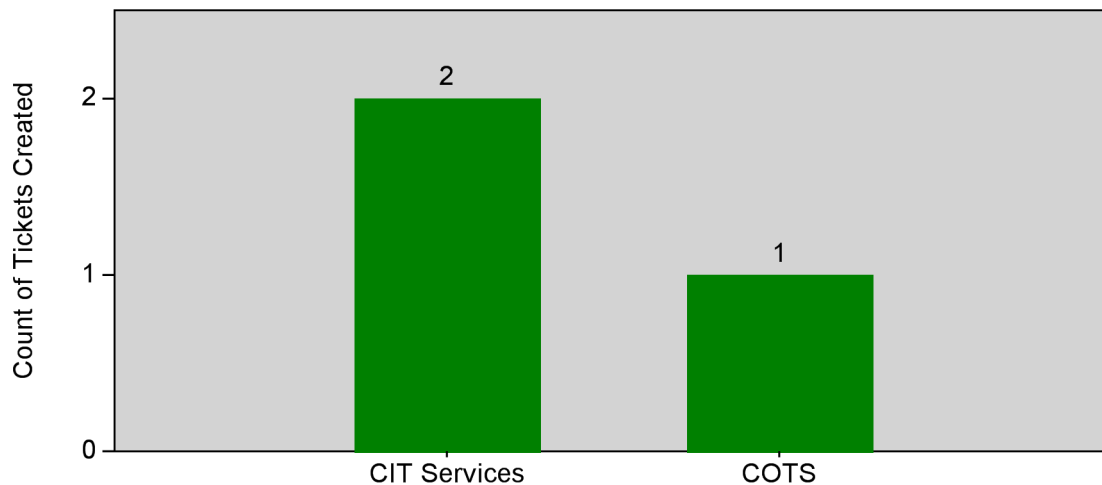


For Week of: 8/23/2009

Calls Received: 127

Tickets Created: 97

Tickets Created By Category Summary



After Hours Monthly Support Summary



For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM

Snapshot Date: 9/1/2009 6:34:02 AM

Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

For Week of: 8/30/2009

Calls Received: 30

Tickets Created: 17

GRAND TOTAL:	
Calls Received:	527
Tickets Created:	433